

**AAA** – Area Agency on Aging  
**AFH** – Adult Family Home  
**ALF** – Assisted Living Facility  
**AL TSA** – Aging and Long-Term Support Administration  
**BHO** – Behavioral Health Organization  
**CARE** – Client Assessment Reporting Evaluation  
**CCRC** – Continuing Care Retirement Community  
**CCRSS** – Certified Community Residential Services and Supports  
**CEAL** – Center for Excellence in Assisted Living  
**CFR** – Code of Federal Regulations  
**CMAR** – Case Mix Accuracy Review  
**CMS** – Centers for Medicare & Medicaid Services  
**CNA** – Certified Nursing Assistant  
**CRU** – Complaint Resolution Unit  
**DDA** – Developmental Disabilities Administration  
**DNS** – Director of Nursing Services  
**DOH** – Department of Health  
**DSHS** – Department of Social and Health Services  
**FM** – Field Manager  
**FMS** – Facilities Management System  
**ESF** – Enhanced Services Facility  
**HCBS** – Home and Community Based Services  
**HCS** – Home & Community Services - AL TSA  
**HQ** – Headquarters  
**ICF/IID** – Intermediate Care Facilities for Individuals with Intellectual Disabilities  
**IP** – Individual Provider  
**LTCOP** – Long-Term Care Ombuds Program  
**LTCW** – Long Term Care Worker  
**LTSS** – Long Term Services and Supports  
**LTCW** – Long-term Care Worker  
**MB** – Management Bulletin  
**MDS** – Minimum Data Set  
**MHT** – Mental Health Transformation  
**MMSE** – Mini Mental Status Exam  
**MSD** – Management Services Division  
**NAR** – Nursing Assistant Registered  
**NCAL** – National Center for Assisted Living  
**NF** – Nursing Facility  
**NFLOC** – Nursing Facility Level of Care  
**NH** – Nursing Home  
**ODHH** – Office of the Deaf and Hard of Hearing  
**OPER** – Office of Policy and External Relations  
**PHQ - 9** – Personal Health Questionnaire - 9  
**PTQA** – Policy, Training, and Quality Assurance  
**QA** – Quality Assurance  
**RA** – Regional Administrator  
**RAI** – Resident Assessment Instrument  
**RCS** – Residential Care Services - AL TSA  
**RCW** – Revised Code of Washington  
**RPAU** – Rules & Policies Assistance Unit  
**SESA** – Services and Enterprise Support Administration  
**SFM** – State Fire Marshal  
**SME** – Subject Matter Expert  
**SOD** – Statement of Deficiencies  
**SOP** – Standard Operating Procedure  
**SL** – Supported Living  
**TIVA** – Tracking Incidents of Vulnerable Adults  
**WAC** – Washington Administrative Code  
**WHCA** – Washington Health Care Association